Position Description
Nurse Team Leader, Whakatane

Position: Nurse Team Leader
Reports to: Principal GP
Job Purpose: To lead and work within the practice nursing team, ensuring a high quality of nursing service is provided to internal and external customers of the medical centre
Contract type: Full time (32-40 hours), permanent
Staff responsibility: Practice nurses
Functional relationships with: - GPs
- Reception Team
- Centre support at Radius Medical Solutions
- Local Primary Health Organisation personnel
- External agencies as needed

Key tasks / duties
1.0 Provide leadership, guidance and support for centre staff members.
This will be achieved by:
- Promoting a work environment conducive to harmonious work relationships and high staff morale
- Holding regular nursing staff meetings (not less than two monthly) to promote communication and information sharing
- Acting as a nurse role model in all activities within the centre and as a representative of the centre
- Introducing change in a planned and sensitive manner

2.0 Ensure care is provided to patients in accordance with the appropriate professional and company standards.
This will be achieved by:
- Understanding, promoting and helping to update practice manuals relating to nursing and clinical services
- Ensuring that all registered nurses know and understand the procedures for documenting health records
- Ensuring that the appropriate health assessments are conducted in accordance with the professional and company standards
- Ensuring that all patient contacts are documented, and treatment plans implemented and evaluated in a timely manner consistent with evidence-based practice
- Reviewing health assessment procedures and ongoing care documentation and evaluation activities to ensure consistency with practice manuals
- Liaising with general practitioners, pharmacy, ambulance, laboratory and other health professionals to ensure that patients’ health needs are met
- Delegating your clinical coordination role to another registered nurse in your absence
- Assisting patients and their families to make informed decisions
- Liaising with patient groups and encouraging an active involvement in the provision of care and associated activities of the company
- Acting as an advocate for patients
- Understanding, promoting and meeting the cultural, spiritual and health needs of patients
- Ensuring care and services are provided in accordance with the Code of Health and Disability Services Consumers’ Rights 1996
- Competently performing care activities for the patients in accordance with their assessed health needs

3.0 Provide a safe environment for patients, visitors and other staff

This will be achieved by:

- Understanding and promoting emergency procedures such as fire response and evacuation in accordance with statutory requirements
- Monitoring the incidence of events, incidents, accidents, and infections as per company policy and implementing corrective action as deemed appropriate
- Anticipating and reporting any occupational health and safety risk to patients, staff or visitors (including stress and fatigue) and ensuring the hazard register remains current
- Taking responsibility for your own personal health and safety and ensuring that your work practices do not provide a hazard to others.
- Understanding and promoting all procedures and guidelines to ensure safety of medication/vaccine storage and administration
- Observing and promoting all professional guidelines for practice regarding infection control

4.0 Manage recruitment and orientation of new staff

This will be achieved by:

- Amending or devising job descriptions for positions required
• Managing interview and screening processes of applicants (including notification of unsuccessful applicants in conjunction with Radius Medical Solutions recruitment manager).
• Managing the orientation and induction of new staff
• Ensuring necessary documentation is completed in conjunction with the Practice Manager. This will include evidence of current Annual Practising Certificate, bank details, and PAYE form completed for IRD purposes and a CV held on file
• Identify work related goals for new nursing staff and develop strategies for achievement

5.0 Maximise the education and development of staff and self

This will be achieved by:
• Conducting training needs analysis and facilitating the appropriate training sessions for all nursing staff on topics pertinent to primary health care, and maintaining evidence of this
• Conducting annual performance appraisals for all nursing staff, identifying areas of excellence and identifying further training needs or opportunities for improvement
• Participating in a personal performance appraisal and identifying personal goals and strategies
• Assisting nursing team members to develop a practicum portfolio
• Dealing with staff issues which require disciplinary action in an appropriate manner, seeking assistance as needed.

6.0 Manage all treatment and care related resources in an effective an cost efficient manner and maximise opportunities for nurse income generation

This will be achieved by:
• Developing nursing rosters that meet consumer needs and maintain appropriate staff ratios in accordance with the requirements of the practice, taking into account the skill level of members of the nursing team
• Maintaining adequate stock levels of care related items without overstocking
• Ensuring all care related equipment is maintained in a serviceable and cost efficient manner and planning for replacement as needed
• Maximising opportunities for the nursing team to generate income e.g ACC care, off site vaccination, occupational health contracts and nurse-led initiatives

7.0 Promote, monitor and participate in all quality improvement activities

This will be achieved by:
• Fostering a quality focused environment for staff and patients
• Ensuring all care related quality monitoring audits and satisfaction surveys are completed and recorded according to the company audit schedule
• Developing, implementing and documenting appropriate corrective action in areas that are not fully compliant with professional or company standards
• Identifying real or potential quality problems and possible solutions
• Participating in practice accreditation activities
• Constructively responding to complaints that involve the nursing service

**Qualifications / Experience**
• Registered nurse (BN or RCpN or RGON or RGN) with a current Practising Certificate
• A minimum of 2 years nursing experience preferably as a practice nurse
• Current (validated within the last 12 months) CPR and / or Advanced Life Support certification

**Essential skills**
• Team development and people management
• Strong interpersonal communication
• Clinical competence in the area of practice nursing
• A knowledge of and passion for primary healthcare

**Personal Attributes:**
The ability to:
• Plan, organise and prioritise
• Meet goals and achieve deadlines
• Work as a member of a team
• Delegate and direct others sensitively
• Empathise and provide compassionate care to patients